

3313^{Q&As}

Avaya Aura Contact Center Maintenance and Troubleshooting Exam

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QUESTION 1

Firewalls are a key part of keeping networked computers safe and secure.

Which three statements regarding Avaya Aura Contact Center (AACC) and firewalls are true? (Choose

- A. Download and install Microsoft security patches to AACC servers as patches become available.
- B. If required you can import an AACC Firewall Policy.
- C. AACC host-based firewalls can typically cause issues unless they are properly imported.
- D. With every Service Pack, AACC installs a firewall policy which opens up the ports for an AACC solution to communicate and function.

Correct Answer: ABC

QUESTION 2

Avaya recommends that audio played by the Avaya Aura Media server (AAMS) be encoded.

Which three settings are the recommended settings to provide optimum performance? (Choose three.)

- A. Single channel
- B. WAV PCM files
- C. 16-bit
- D. Multiple channels

Correct Answer: AC

https://support.avaya.com/resources/sites/AVAYA/content/live/SOLUTIONS/307000/SOLN307565/en_US/ImplementingAndAdministering_AMS_7.7.pdf

QUESTION 3

Which Contact Center Multimedia utility is used to view multimedia contacts listed by the type of contact (e.g.Email, IM, Outbound, Web Chat, and etc.)?

- A. CCMA > Multimedia
- B. Multimedia Dashboard
- C. Multimedia Administrator
- D. CCMM Database Logging

Correct Answer: A

QUESTION 4

When viewing the Multimedia Dashboard, the CCMM Contacts by type section displays status counts for which multimedia contact States? (Choose three.)

- A. New
- B. Abandoned
- C. Oldest
- D. Closed
- E. Waiting

Correct Answer: ABE

QUESTION 5

Which SIP component converts different protocols such as Integrated Services Digital Networking (ISDN) or another IP protocol such as H.323?

- A. SIP Redirect Server
- B. SIP Gateway
- C. Back-to-Back User Agent (B2BUA)
- D. SIP Gateway Manager

Correct Answer: B

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